

JOB DESCRIPTION

Job title:	Changing Futures Trafford - Keyworker
Responsible to:	Stretford Public Hall CEO & Changing Futures Project Delivery Officer
Main place of work:	Stretford Public Hall
Working hours:	3 days (22.5 hours) per week (0.6 FTE)
Salary:	£30,000 pro rata
Contract length:	12-month, fixed term
Application deadline:	12pm, Friday 7 th February 2025
Start date:	February / March 2025

Background

Changing Futures Trafford is a year-long programme, focused on supporting people who experience a combination of homelessness, substance misuse, mental health issues, domestic abuse and contact with the criminal justice system. The programme is intended to improve an understanding of how Trafford can support individuals and families experiencing multiple disadvantage.

The programme will be underpinned by the key principles of early intervention and prevention, and it will adopt relational, person-centred and strengths-based approaches. Our approach will be flexible and innovative, building on and enhancing existing services and partnerships. It is hoped that the Changing Futures programme will make meaningful, sustainable, and transformational changes to local health and social care systems.

The programme is recruiting a small team of keyworkers to support this programme. Keyworkers will be based within each of Trafford's six Community Hubs. The team are expected to work closely with VCFSE and public sector service providers to achieve positive outcomes for the individuals and families they will support.

The Changing Futures keyworker team will form part of a wider programme delivery team, including specialist services within Trafford e.g. Trafford Domestic Abuse Service, Out There, Achieve, Host. Keyworkers will each work directly with a small number of adults, providing asset-based support and working with local support services to improve outcomes for individuals.

Changing Futures Trafford - Keyworker role

You will build strong relationships with people who join the Changing Futures Trafford programme. You will provide support and guidance through one-to-one sessions and wider learning and wellbeing activities. You will use a creative approach to encourage independence, identify appropriate support, and help people to work towards a positive future. Support may be delivered by existing services at Community Hubs, or by external partners.

You will be working with people who have faced multiple disadvantage and who will have a range of different needs. This will be people who have experienced a combination of homelessness, substance misuse, mental health issues, domestic abuse and contact with the criminal justice system. You will be expected to maintain detailed, accurate records for each client.

We are looking for someone who is proactive and flexible – putting their commitment to the people on the programme at the centre of their work.

We deeply value diversity and we will support and encourage applications from those who have directly experienced the effects, feelings and trauma of multiple disadvantage.

Key responsibilities

The following are the key responsibilities of the Keyworkers:

1. To build trusted relationships with Changing Futures programme participants.
 - Manage a small caseload of individuals, finding ways to support individuals based on what matters to them
 - Provide person-centred, one-to-one progression support and reviews to programme participants
 - Act as an advocate; empowering people to make decisions and become more independent
 - Maintain detailed, accurate and timely case notes and to add these to the programme database
 - Support the development and implementation of programme risk and safeguarding processes
2. Work closely with the wider Keyworker team, Changing Futures partners and other organisations.
 - Develop, maintain and coordinate effective working relationships with other Keyworkers, project partners, and external agencies
 - Support learning and progression through information sharing, collaboration and partnership working across the partnership
 - Ensure the project is delivered effectively and that programme outcomes are met
 - Work with the Changing Futures team to maximise referral pathways into other services

3. Capture learning and evidence, to meet reporting requirements and support quality improvement

- Maintain accurate records of activity and outcomes to meet any reporting requirements, as required by the project Delivery Lead
- Foster a culture of encouragement and peer support across the team, creating a work environment that keeps wellbeing at its heart
- Share knowledge, evidence, and best practice to continuously improve the Changing Futures service and to identify opportunities for systems improvements.
- Use learning from the programme to inform other local service provision and create, paying particular attention to the voice of participants on the programme

General

Contribute ideas and support to the mission of the Hall and take an active part in the wider team's day-to-day running of Stretford Public Hall, attending staff meetings, standing in for colleagues, providing updates for the Board, and generally supporting the wider work of the hall.

Person specification - essential criteria

Experience

- Work in frontline services, ideally supporting people with multiple and complex needs
- Experience of supporting adults from diverse backgrounds and who experience multiple disadvantage
- Understanding of the impact that experiencing trauma can have on people's lives
- Working in a strengths-based way to support people to achieve their goals
- Experience of risk and safeguarding processes

Personal skills and relationship building

- Able to build strong trusted relationships whilst maintaining professional boundaries
- Emotionally resilient and able to adapt to changing situations

Communication skills

- Ability to communicate with a wide range of people in an authentic way to build relationships
- Understanding of communication differences and ability to adapt to meet diverse needs
- Confidence to challenge the status quo appropriately when advocating for people
- Ability to maintain strong, positive relationships with partners and external organisations
- Confidence to represent the programme in multi-agency meetings and external forums

Experience of project delivery

- Experience of delivering activity to meet specific outcomes or targets as part of a project or team
- Working with autonomy in a community setting; excellent time management and organisation skills
- Ability to plan own work schedules and priorities to meet deadlines and achieve specified outcomes
- Experience of developing and sharing ideas that would improve a programme, service or system
- Ability to use case management systems to record and evidence the progress of participants
- Ability to take a flexible approach and respond positively to new ideas and ways of working
- Excellent IT skills and accurate record keeping, including data input.

Desirable criteria

- Driving licence and access to a vehicle
- Flexible on working hours and able to sometimes work at evenings and weekends.
- Lived experience of multiple disadvantage (homelessness, substance misuse, mental health issues, domestic abuse and contact with the criminal justice system)
- A good understanding of Trafford-based services and community assets

The successful candidate will be subject to an enhanced DBS check.